

Substitute for form 1449/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

Sheet 1 of 4

Complete if Known

Application Number	10/670,126
Filing Date	September 24, 2003
First Named Inventor	Mark Pettay
Art Unit	3661
Examiner Name	Not Known
Attorney Docket Number	PAT-008B

U. S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)			
JW	B	US- 6094476	07-25-2000	Peter Hunt	cited in parent
	C	US- 6049602	04-11-2000	Mark Jeffrey Foladare	cited in parent
	D	US- 6119084	09-12-2000	Tracy Roberts	cited in parent
	E	US- 6266640	07-24-2001	Laurence J. Fromm	cited in parent
	F	US- 3752904	08-14-1973	Nelson J. Waterbury	cited in parent
	G	US- 4752676	06-21-1998	Eugene Leonard	cited in parent
	H	US- 4993068	01-12-1991	Gerald V. Piosenka	cited in parent
	I	US- 5153918	10-06-1992	Gregory Tuai	cited in parent
	J	US- 5412727	05-02-1995	Jerome Drexler	cited in parent
	K	US- 5513250	04-30-1996	Alex McAllister	cited in parent
	L	US- 5581630	12-03-1996	Walter C. Bonneau	cited in parent
	M	US- 5638430	01-10-1997	Steven J. Hogan	cited in parent
	N	US- 5862325	01-19-1999	Drummond Shattuck Reed	cited in parent
	O	US- 5884262	03-16-1999	Laird H. Wise	cited in parent
	P	US- 5903225	05-11-1999	John C. Schmitt	cited in parent
	Q	US- 5915001	06-22-1999	Premkumar V. Uppaluru	cited in parent
	R	US- 5987155	11-16-1999	Christopher S. Dunn	cited in parent
	S	US- 6011858	01-04-2000	Michael J. Stock	cited in parent
SW	T	US- RE36,580	01-22-2000	Charles A. Bogosian	cited in parent

FOREIGN PATENT DOCUMENTS

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Date
Considered

5/9/07

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Sheet 2 of 9

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U. S. PATENT DOCUMENTS

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FOREIGN PATENT DOCUMENTS

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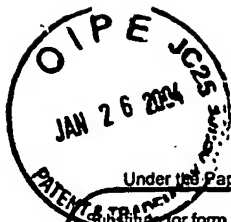
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Application Number 10/670,126

Filing Date September 24, 2003

First Named Inventor Mark Pettay

Art Unit 3661

Examiner Name Not Known

Attorney Docket Number PAT-008B

Sheet

3

of

4

NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
JL	AD	VoicePrint Security for Credit Cards, IBM Technical Disclosure Bulletin, 01-1994, pgs. 189-190, vol. 37, publication number 2B. (cited in parent)	
	AE	PriceInteractive Launches Most Reliable Anti-Slamming Service New Enhanced Third Party Verification (TM) Solutions Cut Carrier Costs By More Than Half, PR Newsire via NewsEdge Corporation, 07-01-1999. (cited in parent)	
	AF	Fast Talk Communications, Fast-Talk and VorTecs Join Forces to Unveil New Quality Management Solution, Press Release, www.fast-talk.com, 10-24-2001.	
	AG	CMP MEDIA, SER Acquires VorTecs, Move Adds CTI and Speech Rec to SER's Outbound Capabilities, www.cconvergence.ocm, 03-27-2003.	
	AH	CMP MEDIA, Enhanced Quality Monitoring Tools, VorTecs Has Integrated Fast-Talk's Phonetic Search Engine Into its Spot It! and Mine It! Software Applications, www.cconvergence.com, 11-12-2002.	
	AI	ROY TWERSKY, How Speech Analytics Solutions Help Telemarketers and Contact Centers, www.utopy.com, 08-11-2003.	
	AJ	HILL, KIMBERLY, Autonomy Digs Into Contact-Center Market, www.crmdaily.com, 05-20-2003.	
	AK	VOICELOG, VoiceLog Announces Web Interface for Verification Retrievals and Audio Playback, Press Release, www.voicelog.com.	
	AL	VOICELOG, VoiceLog Announces Dual Channel Recording New System Enhances Fraud Protection for Third Party Verification, Press Release, www.voicelog.com, 01-04-2000.	
JL	AM	VOICELOG, VoiceLog Goes To the End of the Earth to Review Third Party Verification, Press Release, www.voicelog.com, 02-29-2000.	

Examiner Signature

Date

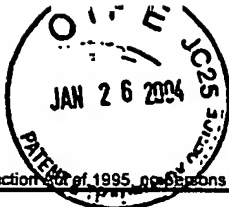
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Attorney Docket Number	PAT-008B

Sheet 4 of 4**NON PATENT LITERATURE DOCUMENTS**

Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
<i>RU</i>	AN	VOICELOG, VoiceLog Announces Inbound That Delivers, Press Release, www.voicelog.com, 10-02-2000	
<i>RU</i>	AO	VOICELOG, VoiceLog Announces "Pay As You Go" Call Logging, Press Release, www.voicelog.com, 06-26-2003.	

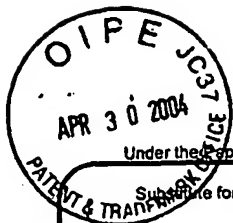
Examiner Signature	<i>[Signature]</i>	Date Considered	5/9/07
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First Named Inventor	Mark Pettay
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U. S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)			
JW	1	US- 5634086	05-27-1997	Rtischev, Dimitry	
	2	US- 6401066 B1	06-04-2002	McIntosh, Jonathan	
	3	US- 5838768	11-17-1998	Sumar, Gulamabbas	
	4	US- 5666157	09-09-1997	Aviv, David G.	
	5	US- 6370508 B2	04-09-2002	Beck, Christopher	
	6	US- 6604075 B1	08-05-2003	Brown, Michael K.	
	7	US- 6058303	05-02-2000	Astrom, Bo Arne	
	8	US- 6501956 B1	12-31-2002	Weeren, Eric	
RL	9	US- 6144938	11-07-2000	Surace, Kevin J.	
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		Country Code ³ Number ⁴ Kind Code ⁵ (if known)				

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First Named Inventor	Mark J. Pettay
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Art Unit	3661
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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

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TW	16	US- 4860360	08/22/1989	Boggs	
	17	US- 5287429	01/15/1994	Watanabe	
	18	US- 5434949	07/18/1995	Jeong	
	19	US- 5504805	04/02/1996	Lee	
	20	US- 5535261	07/09/1996	Brown et al	
	21	US- 5625748	04/29/1997	McDonough et al	
	22	US- 5664050	09/02/1997	Lyberg	
	23	US- 5842163	11/24/1998	Weintraub	
	24	US- 5895447	04/20/1999	Ittycheriah et al	
	25	US- 5920838	07/06/1999	Mostow et al	
	26	US- 5951646	09/14/1999	Brandon	
	27	US- 6058363	05/02/2000	Ramalingam	
	28	US- 6064963	09/05/2000	Gainsboro	
	29	US- 6115683	09/05/2000	Burstein et al	
	30	US- 6115693	09/05/2000	McDonough et al	
	31	US- 6163768	12/19/2000	Sherwood et al	
	32	US- 6567787	05/20/2003	Walker et al	
QW	33	US- 6738740	05/18/2004	Barash	
		US-			

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Art Unit 3661

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2

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or	34	MCKAY, JASON P., Cyber Calling Cards, www.commweb.com, 01/22/2001.	
I	35	NICE SYSTEMS, NiceLog, www.nice.com, 2001.	
OW	36	WITNESS SYSTEMS, Witness Systems Helps Improve Customer Service for Contact Centers Deploying Thin Client Architectures, Press Release, 03/06/2001.	

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Art Unit	2665
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Examiner Name	Doris Ha To
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		Country Code ² *Number ⁴ *Kind Code ⁵ (if known)	MM-DD-YYYY			
DW	41	WO 2001/52510	07-19-2001	Blair		

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Sheet	1	of	1
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Application Number	10/870,126
Filing Date	24 September 2003
First Named Inventor	Mark J. Pettay
Art Unit	2654
Examiner Name	Richemond Dorvil
Attorney Docket Number	PAT-008B

[illegible][illegible]

Data Considered

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
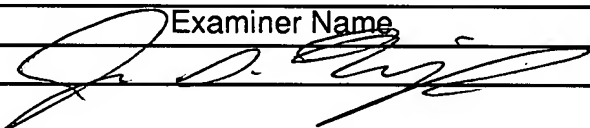
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Title of Invention	Script Compliance and Agent Feedback						
<p>Application Number : 10/670126 </p> <p>Confirmation Number: 2530</p> <p>First Named Applicant: Mark Pettay</p> <p>Attorney Docket Number: PAT-008B</p> <p>Art Unit: 2654</p> <p>Examiner: Richemond Dorvil</p> <p>Search string: (6868154 or 6167255).pn</p>							
US Patent Documents							
Note: Applicant is not required to submit a paper copy of cited US Patent Documents							
init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass
	1	6868154	2005-03-15	Stuart			
	2	6167255	2000-12-26	Kennedy, III			
Signature							
Examiner Name				Date			
				5/9/07			